

# Supportive Living Accommodation Standards

March 2007

Alberta

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ISSN 0-7785-3488-X  
ISSN 0-7785-3489-8; PDF version

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# Accommodation Standards

## 1. Introduction

The **Accommodation Standards** are based on the input provided to the MLA Task Force on Continuing Care Health Service and Accommodation Standards in 2005, as well as input provided by persons representing the Alberta Senior Citizens' Housing Association (ASCHA), Alberta Long Term Care Association (ALTCA), public and private supportive living facility operators, long-term care facility operators, regional health authorities, dietitians, seniors lodge surveyors and Alberta Health and Wellness.

There are about 22,000 people living in approximately 600 supportive living facilities (lodges, enhanced lodges, designated assisted living, group homes, adult family living, and family care homes). There are about 14,400 people living in approximately 200 long-term care facilities (auxiliary hospitals and nursing homes). Most seniors; however, live in their own homes and of these, a number receive home and community services.

Alberta Seniors and Community Supports has responsibility for overseeing the government's role in the provision of accommodation services, which includes nutritious meals, housekeeping and laundry, and has developed the **Accommodation Standards**. Alberta Health and Wellness has responsibility for publicly funded health care services and has developed **Continuing Care Health Service Standards**.

### CONTINUING CARE SYSTEM

Home Living	Supportive Living	Facility Living
<ul style="list-style-type: none"><li>• Independent living in:<ul style="list-style-type: none"><li>○ Houses</li><li>○ Apartments</li><li>○ Condominiums</li></ul></li></ul>	<ul style="list-style-type: none"><li>• Group Homes</li><li>• Lodges</li><li>• Enhanced Lodges</li><li>• Assisted Living (including Designated Assisted Living)</li><li>• Apartments, condominiums with hospitality and/or health services</li></ul>	<ul style="list-style-type: none"><li>• Long-Term Care Facilities:<ul style="list-style-type: none"><li>○ Nursing Homes</li><li>○ Auxiliary Hospitals</li></ul></li></ul>
Community and home care assessed health services	Community and home care assessed health services	Nursing home and auxiliary hospital health care services

There will be an ongoing process to review and update the **Accommodation Standards** through consultation with stakeholders.

## 2. **Purpose**

The purpose of the **Accommodation Standards** is to ensure that all supportive living facilities maintain a high quality of accommodation services that promote the safety, security and quality of life of Albertans living in those facilities.

The **Accommodation Standards** will direct operators of supportive living facilities in the delivery of quality accommodation services to residents.

The **Accommodation Standards** are also intended to act as a valuable learning instrument for facility operators, as well as a means for promoting quality improvements and exchanging best practice ideas.

Operators of supportive living facilities will also be able to provide assurances to residents, employees, the public and municipalities that their facilities are operating in accordance with established **Accommodation Standards**.

## 3. **Scope**

The **Accommodation Standards** are mandatory.

The **Accommodation Standards** are primarily focused on standards that ensure the health, safety and well being of the resident.

The **Accommodation Standards** are intended to provide standards for accommodation for public organizations, voluntary organizations and private organizations operating supportive living facilities. There is a separate set of **Accommodation Standards** that apply to long-term care facilities.

In Alberta, accommodation services in supportive living facilities are subject to a wide variety of legislation (municipal, provincial and federal) with which providers are required to comply. Requirements and standards already contained in existing legislation (Appendix A) are not repeated in the **Accommodation Standards**, which are intended to build upon existing legislation.

The **Accommodation Standards** are categorized into eight broad themes. Within each theme, there are a series of detailed standards.

- **PHYSICAL ENVIRONMENT**
- **HOSPITALITY SERVICES**
- **SAFETY SERVICES**
- **PERSONAL SERVICES**
- **COORDINATION AND REFERRAL SERVICES**
- **RESIDENTIAL SERVICES**
- **HUMAN RESOURCES**
- **MANAGEMENT AND ADMINISTRATION**

#### **4. Promoting Excellence and Quality Improvement**

In addition to complying with the **Accommodation Standards**, supportive living facility operators are encouraged to participate in activities to keep current on changing standards and legislation and industry best practices.

A number of organizations provide accreditation services for groups that wish to enter into a formal process to measure their operational performance and provide a clearer picture of their strengths and areas for improvement. Alberta Seniors and Community Supports acknowledges the benefits provided by quality improvement programs and in the future will require supportive living facility operators to seek accreditation from recognized accrediting bodies.

The process for promoting excellence and quality improvement in supportive living accommodation can be divided into three distinct areas:

##### **1. Education with Regulatory Compliance**

Supportive living facility operators should participate in activities to acquire information on the regulations, bylaws and rules established by municipalities, the Government of Alberta and the Government of Canada applicable to the **Accommodation Standards**, as well as those relevant areas that are not specifically addressed in the Standards.

##### **2. Compliance with Industry Best Practices:**

Supportive living facility operators should participate in processes to share information on evidence or research-based industry best practices and determine how well their operations comply with those practices.

##### **3. Leadership in Continuous Quality Improvement:**

Supportive living facility operators should participate in actions that

- result in the creation of new industry best practices;
- demonstrate responsibility and commitment to meeting the needs of both the industry and its residents in a more effective way;
- facilitate the increased respect for and credibility of the industry; and/or
- facilitate new and/or increased access to information, skills training and personal development that leads to better qualified, more knowledgeable and/or more effective employees both individually and collectively.



## 5. **Definitions**

Accommodation means buildings or units in buildings that are suitable and adequate for human habitation, including services (e.g., board and housekeeping) and basic room furniture that may be provided to Residents of the buildings or units because of their circumstances.

Appropriate Food Preparation Equipment means commercial equipment used to modify the texture of food and liquids that must have a sufficiently strong motor and blade to adequately mince, puree and "blenderize" foods.

Available means the Operator has the capacity to provide the service directly or arrange for its delivery by another source, if the Resident needs or wants the service.

Basic Room Furniture means a bed, chair(s), dresser, bedside table and window coverings.

Designated Assisted Living refers to a Facility where there is a contract between a regional health authority and an Operator for a certain number of spaces within the Facility. Under the contract, the Operator provides health and support services based on assessed need. The regional health authority, in collaboration with the Operator, makes decisions regarding admission and discharge.

Employee means an employee of the Facility who provides accommodation services but does not include health care professionals.

Facility means a place where Supportive Living services are provided to some or all of the Residents.

Health Care Professional means a physician, registered nurse and licensed practical nurse, and all allied health professionals (e.g., dietitian, pharmacist).

Home-like means an environment that promotes the feeling of home and a sense of belonging and comfort.

Hospitality Services includes Meal Service, Housekeeping Services and Laundry and Linen Services.

Housekeeping Services means the regular cleaning of Residents' rooms and common areas that includes vacuuming and dusting; and kitchen, dining room and bathroom cleaning and disinfecting.



Laundry and Linen Services means the regular laundering of bedding, towels and common linens, either owned by the Facility, Resident or a laundry service, for the exclusive use of the Residents. "Bedding" includes bed sheets, pillowcases and blankets. "Towels" includes bath towels, hand towels and face cloths. "Common linens" includes tablecloths and napkins.

Meal Services means services related to the planning, preparation and storage, and serving of foods and fluids.

Medication Assistance means a Resident recognizes the need to take medication and consents to assistance provided with his/her prescribed medication regime. Medication Assistance does not include the monitoring and coordination of the medical regime, which remains the responsibility of the health care professional within their scope of practice.

Medication Reminder means the Resident is reminded, but is not assisted, to take prescribed medication.

Non-Emergency Transportation means unscheduled service to attend to medical and dental appointments, shopping, banking, etc.

On Site means in a building or in close proximity to several buildings.

Operator means the person responsible for the operation of a Facility.

Personal Laundry means the laundering of the Resident's personal clothing.

Personal Services are optional services that may be provided or acquired at the Resident's own expense to promote independence and well-being.

Real Property means land, buildings, ancillary structures, furniture and equipment.

Resident means an adult who may be mentally or physically challenged or is elderly.

Residential Services means services related to access, costs, tenure and amenities.

Service Provider means a person or organization other than an Employee of the Facility that provides services (e.g., dietary, housekeeping, maintenance, etc) to the Facility.

Social and Leisure Opportunities means organized and planned activities that are offered to Residents on a regular basis to enhance their well-being and address their social needs.

Supportive Living means a philosophy and an approach for providing services within a housing environment. It provides a Home-like setting where people can maintain control over their lives while also receiving the support they need. Examples of Supportive Living arrangements now in place in Alberta include lodges, enhanced lodges, designated assisted living, group homes, and adult family living/family care homes. The building is specifically designed with common areas and features to allow individuals to "age in place." Building features include private space and a safe, secure and barrier-free environment. Supportive Living promotes Residents' independence and aging in place through the provision of services such as 24-hour monitoring, emergency response, security, meals, housekeeping, and life enrichment activities. Publicly-funded personal care and health services are provided to Residents based their assessed unmet needs.

Texture-Modified Diets means solid and/or liquid foods that are modified to ensure independence in eating, ease of chewing and/or to promote safe swallowing.

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## PHYSICAL ENVIRONMENT

The physical environment relates directly to the real property of the organization.

Physical environment standards ensure that all real property is maintained in such a way as to secure the physical comfort and safety of all persons at all times that make use of the organization's real property.

The physical environment can have a profound impact on the physical safety, atmosphere and comfort of the Facility. A clean and safe physical environment promotes the well being of all people using the Facility (Residents and/or their families, Employees, visitors, and Service Providers). A pleasant and comfortable atmosphere promotes a greater sense of "home" in the Facility.

### Fire Regulations

#### STANDARD 1

**The Facility must comply with fire regulations associated with the regular inspection, maintenance, servicing, and replacement of buildings and equipment.**

- 1.1 The Operator must ensure that the Facility has a Fire Safety Plan in place in accordance with the Alberta Fire Code.

### Maintenance of Real Property

#### STANDARD 2

**The real property is properly maintained.**

- 2.1 The Operator must ensure that a preventative maintenance and repair program is in place to inspect, prevent and/or minimize the deterioration of Facility supplied furniture; and/or minimize the breakdown of equipment and/or unnecessary deterioration of buildings; and provide repair, service, and replacement of components as needed.
- 2.2 The Operator must ensure that the Facility is in safe condition and good repair. Hallways, stairways, exits and ramps are well lit and kept clear of objects that could cause falls or obstruct passage.
- 2.3 The Operator must comply with all elements of the Alberta Building Code.
- 2.4 The Operator must ensure that sidewalks, exterior stairs and ramps are kept clear, unobstructed and well lit, and reasonably free of ice and snow in the winter. Grounds are maintained and remain free of hazards. Adequate drainage is provided to minimize sidewalks and other walkways being slippery when wet and icy in winter.

## Heating and Ventilation Systems

### **STANDARD 3**

**Heating and ventilation systems are operated at a level that maintains the Facility at a temperature that supports the comfort of the majority of the Residents.**

- 3.1 In common areas and where Residents are unable to adjust the temperature of their personal spaces, the Operator must ensure that the Facility is maintained within a temperature range of 22 to 28 degrees Celsius or introduce measures to maintain Resident comfort.

## Pleasant and Comfortable Environment

### **STANDARD 4**

**A pleasant and comfortable environment is provided to Residents.**

- 4.1 The Operator must promote a "Home-like" environment in Residents' rooms by providing window coverings and room finishes.
- 4.2 The Operator must ensure that common areas incorporate wall decorations, window coverings and room finishes that create a "Home-like" environment.

## **HOSPITALITY SERVICES**

Hospitality Services relate to the provision of the following services:

- Meals;
- Housekeeping; and
- Laundry and Linen.

Residents move into Supportive Living because they are no longer able to meet many of their own basic needs. Hospitality Services that offer Residents assistance and choice in safely meeting the daily requirements of living to help Residents maintain their sense of independence.

## Food Handling Hygiene

### **STANDARD 5**

**Food products are handled throughout storage, preparation, service and presentation in a manner that prevents contamination.**

- 5.1 The Operator must ensure that Employees are trained in safe food handling; receive orientation from the holder of a food safety certificate and receive annual education in safe food handling.

## Food Preparation, Cleaning and Sanitation

### **STANDARD 6**

**A written sanitation program is in place to monitor and control all elements that ensure food safety including areas, equipment and utensils to be cleaned; chemicals and procedures to be used; and the maintaining of inspection and monitoring records.**

- 6.1 The Operator must ensure that measures are taken to ensure the safe preparation of food as well as the sanitary handling of waste.

## Control of Food Storage and Handling

### **STANDARD 7**

**Food storage and handling procedures are in place to monitor and control the risk of food contamination.**

- 7.1 The Operator must ensure that food is stored safely (i.e., dry, refrigerated and frozen, where applicable), handled safely (i.e., thawing, heating, and cooling) and protected from contamination.

## Permits and Licenses

### **STANDARD 8**

**Where the Facility operates a food establishment, it maintains a valid permit. Where a Facility sells liquor to Residents and/or visitors, it has a valid license.**

- 8.1 The Operator must ensure that required food establishment permits and liquor licenses are current and posted.

## Menu Planning and Review

### **STANDARD 9**

**Menus for Residents are planned to ensure meals, fluids and snacks meet *Canada's Food Guide* as published by the Government of Canada.**

- 9.1 The Operator must ensure that each Resident is offered safe, palatable, nutritious, appealing foods and fluids in sufficient quantity to meet his or her nutrition needs and provide adequate hydration.
- 9.2 The Operator must ensure that a minimum three-week cyclical menu is reviewed and approved in accordance with *Canada's Food Guide* by a registered dietitian or food and nutrition manager as required by the Canadian Society of Nutrition Management.



- 9.3 The Operator must ensure that meals are planned, prepared, and served as far as is reasonably practical, to recognize Residents food preferences, religious practices and cultural customs. Practices must be put in place that solicit Residents' opinions and provide feedback to Residents and/or their representatives.
- 9.4 The Operator must ensure that the menus offer variety, seasonal variation, and provide choice from within at least one food group at every meal.
- 9.5 The Operator must ensure that menu substitutions are made from within the same food groups and provide similar nutrient value.
- 9.6 The Operator must ensure that menus are communicated to Residents in an appropriate manner for the Residents.
- 9.7 The Operator must ensure that a record of meals served and any substitutions made to the Facility menu is maintained for at least the past three months.

#### Meal Scheduling

### **STANDARD 10**

**A consistent and appropriate schedule for meals, fluids and snacks is developed and maintained.**

- 10.1 The Operator must ensure that meals, fluids and snacks are provided or available to Residents at times of the day that have been established in collaboration with Residents and/or their representatives.

#### Meal Service

### **STANDARD 11**

**Where Residents are provided with a meal, fluid or snack, they are nutritious, tasteful, safe and pleasingly presented.**

- 11.1 The Operator must ensure that meals, fluids and snacks are provided to the Resident at a temperature and in a manner that promotes comfort and safety.

### Texture-Modified Diets

#### **STANDARD 12**

**Whenever Texture-Modified Diets are provided to Residents, they are appropriate and properly prepared.**

- 12.1 The Operator must ensure that Texture-Modified Diets are approved by the appropriate health care professional and prepared by Employees educated in the preparation of texture-modified diets using appropriate food preparation equipment. Texture-modified choices must be high quality and nutrient dense.

### Housekeeping Services

#### **STANDARD 13**

**A clean, safe and comfortable environment is provided for Residents, Employees, volunteers and visitors.**

- 13.1 The Operator must ensure that Housekeeping Services follow proper cleaning, hygiene and disease-control procedures (i.e., minimizing cross contamination, prevention and control of infection, the proper use of cleaning supplies and equipment).
- 13.2 The Operator must ensure that all areas (i.e., Residents' rooms and common areas) of the Facility are cleaned and sanitized on a cyclical basis, as well as on an as-needed basis while respecting Residents' preferences as much as possible and include infection-control procedures.
- 13.3 The Operator must ensure that mechanisms are in place to minimize unpleasant odours (e.g., lids on dirty laundry hampers, garbage containers).
- 13.4 The Operator must ensure that Residents and/or their representatives, Employees, volunteers and Service Providers are educated on an on going basis about the risks of infection and about their role in preventing infections.

### Laundry and Linen Services

#### **STANDARD 14**

**Where bedding, towels or common linens are provided, they will be clean, fresh, in good condition, dry and sanitary.**

- 14.1 The Operator must ensure that where supplied an adequate supply of bedding, towels and common linens is maintained, in keeping with the utilization needs of Residents.

- 14.2 The Operator must ensure that supplied bedding, towels and common linens are cleaned and maintained in good condition.
- 14.3 The Operator must ensure that supplied bed linens and towels are changed in a scheduled fashion to meet individual Residents' hygienic needs but at least weekly.
- 14.4 Where the Operator does not provide bed linens and towels, they must ensure that bed linens and towels are changed in a scheduled fashion to meet individual Residents' hygienic needs, but at least weekly.
- 14.5 The Operator must ensure that Laundry and Linen Services follow required practices for the prevention of and control of infection.

## **SAFETY SERVICES**

Safety Services relate to promotion, planning and monitoring for the safety of Residents, visitors, volunteers and Employees.

Safety Services standards are designed to facilitate the health, safety and well being of Residents, visitors, volunteers and Employees.

It is imperative that a Facility maintains the greatest possible sense of safety for all users including Residents and their representatives, visitors, volunteers, Employees and Service Providers. The Operator is responsible to promote safety through the physical design and layout of the Facility, and the ongoing inspection and maintenance of Facility equipment and safety systems.

### Emergency Preparedness

#### **STANDARD 15**

**An Emergency Preparedness Plan is in place to deal with emergencies (other than fire) that may require rescue or evacuation. The plan is communicated and made available to Residents and/or their representative, visitors, volunteers, Employees and Services Providers.**

**(Note:** Fire Emergency Plans are covered under STANDARD 1 – Fire Regulations.)

- 15.1 The Operator must ensure that an Emergency Preparedness Plan is in place to deal with non-fire related emergencies such as loss of heat, power and water or excessive heat.
- 15.2 The Operator must ensure that emergency plans are in place for the disruption of Hospitality Services (i.e., meals, housekeeping, laundry and linen).

## Prevention of Abuse

### **STANDARD 16**

**Written processes are developed and maintained that promote the prevention of abuse of Residents.**

- 16.1 In Facilities where the *Protection for Persons in Care Act* applies, the Operator must ensure that written processes that adhere to the requirements of the *Act* are developed and maintained.
- 16.2 In Facilities where the *Protection for Persons in Care Act* applies, the Operator must ensure that information brochures and posters on abuse of Residents and the *Act* are readily available and visible in Resident areas in prominent locations.
- 16.3 The Operator must ensure that written processes are developed and maintained that require all Employees and Service Providers to receive education on identification, prevention and reporting of abuse or suspected abuse of Residents.

## Resident Safety

### **STANDARD 17**

**Written processes that promote Resident safety are developed and maintained.**

- 17.1 The Operator must ensure that the Facility has sufficient supervision on-site 24-hours per day to meet the safety needs of all Residents.
- 17.2 The Operator must ensure that all Residents are accounted for on a daily basis.
- 17.3 The Operator must ensure that all incidents that breach Resident safety occurring within the Facility and surrounding grounds, as well as the actions taken to address the incidents, are documented.
- 17.4 If the Facility has a security system, the Operator must ensure that the security system is maintained, inspected and tested on a regularly scheduled basis.
- 17.5 An Employee/Resident communication system and/or emergency call system appropriate to the type of building and Residents being served has been developed and is properly maintained, inspected and tested on a regularly scheduled basis.
- 17.6 The Operator must ensure that Employees and Service Providers are properly educated in any emergency call system established by the Facility.

## Water Temperature Safety

### **STANDARD 18**

**Water temperatures for personal use in areas used by the Residents are maintained at levels that support Resident safety and safe bathing procedures.**

- 18.1 The Operator must ensure that safe water temperatures, as defined in s. 7.2.3.6. of the Alberta Building Code, intended for personal use by the Residents are maintained through Employee and Resident education, equipment maintenance, preventative maintenance monitoring and appropriate risk mitigation procedures. All maintenance or service personnel involved with the water system are required to be sufficiently knowledgeable to ensure a complete understanding of the function and proper operation of temperature gauges, water mixing valves and therapeutic tub controls.
- 18.2 The Operator must ensure that a sufficiently knowledgeable Employee or Service Provider tests the water temperature flowing into each therapeutic tub each day prior to the first bath of the day and documents the temperature in a logbook or log sheet kept in the tub room.

### **PERSONAL SERVICES**

Personal Services relate to the provision of a range of optional services that may be or are acquired at Residents' own expense. These may include assistance with personal laundry; personal choice services (e.g., hairdressing); Non-Emergency Transportation; Social and Leisure Opportunities; and Medication Assistance, where applicable.

Residents benefit from the opportunity to have a choice of optional services that promotes their independence. They also benefit from the opportunity to form meaningful relationships with other Residents, Employees, volunteers and visitors and to choose whether to participate in the various activities they enjoy.

## Personal Laundry

### **STANDARD 19**

**Within the design limitations of the Facility, equipment is provided to allow Residents, their representatives or Service Providers to do the Residents' personal laundry and/or the Facility offers a Personal Laundry service.**

- 19.1 Where equipment (e.g., washer, dryer, iron and ironing board) and appropriate space is provided for use by Residents, their representative or Service Providers to do the Residents' Personal Laundry, the Operator must ensure that the equipment and space is clean and in good repair.
- 19.2 Additionally or as an alternative, the Operator must provide a mechanism for Residents to pay for Personal Laundry to be done by the Facility.

### Personal Choice Services

#### **STANDARD 20**

**A variety of personal choice services that comply with all applicable licensing and standards (e.g., hairdresser, barber) may be offered based on the needs and preferences of the Residents.**

- 20.1 If space is provided for personal choice services, the Operator must ensure that it is appropriate for the intended purpose.
- 20.2 Where personal choice services are provided directly or under contract, the Service Provider must comply with all applicable licensing and standards.

### Non-Emergency Transportation

#### **STANDARD 21**

**If transportation is offered to Residents, it must conform to all traffic safety regulations.**

- 21.1 The Operator must ensure that vehicles owned or leased by the Operator and used to transport Residents have valid registration and insurance, and are operated by licensed, qualified drivers.

### Social, Leisure and Spiritual Opportunities

#### **STANDARD 22**

**Residents are provided with options for a variety of Social and Leisure Opportunities that promote well being and enjoyment, as well as respond to Residents' physical, emotional, intellectual, spiritual, cultural, and sensory needs and encourage as much autonomy as possible.**

- 22.1 The Operator must ensure that Residents have the opportunity to provide input regarding Social and Leisure Opportunities.
- 22.2 The Operator must ensure that Residents are supported and assisted in maintaining their spiritual beliefs, religious observances, practices and affiliations.
- 22.3 The Operator must ensure activities are communicated to Residents.
- 22.4 The Operator must ensure that personnel, if retained to plan, develop, coordinate and deliver recreational and social activities, have the education or knowledge to meet the Residents' needs.

## Medication Reminders and/or Medication Assistance

### **STANDARD 23**

**If Medication Reminders and/or Medication Assistance are provided, the Facility must follow an acceptable Medication Reminder and/or Medication Assistance program.**

- 23.1 The Operator must ensure that written processes are developed and maintained that:
- describe the scope and level of Medication Reminders and Medication Assistance services offered to Residents;
  - support/promote the self-administration and secure storage of medications;
  - detail the requirements for education for Employees involved in delivering Medication Reminders and Medication Assistance services; and
  - address how Medication Reminder and Medication Assistance errors are handled (e.g., recording, monitoring, and follow up).

## **COORDINATION AND REFERRAL SERVICES**

Coordination and Referral Services are a means to link Residents and/or their representatives with appropriate external services in a timely manner.

Individuals have varying needs, not all of which can be met by the Facility. Assistance with information, coordination and referral ranges from helping Residents to fill out forms; to establishing links with a variety of external services (e.g., contacting health care professionals, and assisting with pension information, tenant's insurance, and other forms); and to providing Residents and/or their representatives with improved links to community services in order to promote greater well being, choice and high quality of life.

## Assistance with Information, Coordination, and Referral

### **STANDARD 24**

**Residents and/or their representatives are assisted with general information and contacts for relevant programs and services available in the community.**

- 24.1 The Operator must ensure that current general information on relevant community, municipal, provincial, and federal programs is made available to Residents and/or representatives.
- 24.2 If required, the Operator must assist the Resident to obtain Basic Room Furniture.



## RESIDENTIAL SERVICES

Residential Services relate to housing access, costs, tenure and amenities. Residential Services apply to both Residents' private living space and common areas.

A Facility is ultimately the Residents' home. As such, Residential Services should be designed to provide Residents with a Home-like environment appropriate to their individual needs and capacities. Residents should feel relaxed, valued and safe in their homes affirmed with the knowledge that their rights are being respected.

### Residential Application, Orientation, Exit Process and Residential Services Contract Management

#### STANDARD 25

**Written processes on access, services, charges and tenure are developed and maintained including residential service agreements that are applicable to the type of tenure.**

- 25.1 The Operator must ensure that a Facility provides appropriate forms and information to potential Residents and/or their representatives. Information must include:
- eligibility requirements (e.g., physical and cognitive abilities, etc.);
  - the application;
  - move-in and orientation;
  - monthly basic accommodation charges, including a list of services and their monthly charge;
  - a list of optional Personal Services and charges;
  - notice period for any rate increases;
  - exit criteria leading to termination of tenancy or residency;
  - the concerns/complaint resolution process and
  - the building and services capacity to ensure the Facility is appropriate to their needs.
- 25.2 The Operator must ensure that a residential services agreement which can stand alone or be part of another document is signed by the Resident and/or representative and an authorized representative of the Facility. The agreement must clearly state the residential services provided, the rates charged for those services, notice periods for rate increases and terminations of services or tenancy.
- 25.3 The Operator must ensure a clearly documented process is in place for concerns/complaints resolution.

## Applicant/Resident Assessments

### **STANDARD 26**

**Applicants physical, emotional and cognitive abilities should be compatible with the Facility's physical design and available services such that their health and safety is not at risk and their behaviours will not put other Residents at risk.**

- 26.1 The Operator must have written processes regarding how they ensure the compatibility of:
- applicants' physical, emotional and cognitive abilities with the Facility's physical design and available services;
  - applicants' behaviours so that other Residents are not put at risk; and
  - the suitability of available services such that applicants' health and safety is not at risk,
- prior to approving an application for tenancy. A reassessment should be conducted if the Resident's physical, emotional and cognitive condition changes.

## Managed-Risk Agreements

### **STANDARD 27**

**The Operator must have a written process in place on how they manage risk for the Residents.**

- 27.1 Residents and/or their representatives are advised of the limits of the services offered in the Facility and acknowledge the risks of living in the Facility based on the Residents' identified needs and capabilities.
- 27.2 If a managed-risk agreement is prepared, it is in collaboration with the Resident and/or representative based on the Resident's physical, emotional and cognitive condition as identified in the Resident assessment. The agreement must be reviewed and, if required, amended following a reassessment of the Resident's physical, emotional or cognitive condition.

## **HUMAN RESOURCES**

Human resources relate exclusively to Employees and volunteers and how they conduct themselves. Human resources standards ensure both the professionalism and accountability of any conduct or interaction with and/or relating to Employees and volunteers.

A Facility's human resources are one of its greatest assets. Employees (whether front-line Employees or support Employees) who are skilled, qualified and fulfilled in their jobs are more likely to deliver services with professionalism relating to Residents, other Employees and volunteers.

## Employment and Workplace Health and Safety Standards

### **STANDARD 28**

**Employment and workplace, health and safety standards are developed and maintained.**

- 28.1 The Operator must ensure that Employees are aware of and have access to Employee policy and procedure manuals.
- 28.2 The Operator must ensure that Employees have written job descriptions detailing job qualifications, responsibilities and scope of function for their position.
- 28.3 The Operator must ensure that during times when there is no health care professional on site, an Employee trained in Emergency First Aid is available on site.

## Involvement in Residents' Personal Affairs

### **STANDARD 29**

**Written processes regarding Employee and volunteer involvement in Residents' personal affairs must address:**

- accepting gifts from Residents;
- involvement in financial affairs, including Power of Attorney, Wills, and Estates; and
- involvement in non-financial affairs, including personal directives and guardianship.

- 29.1 The Operator must ensure that Residents and/or their representatives are notified of the Facility's processes.

## Screening Employees, Volunteers, and Service Providers

### **STANDARD 30**

**Criminal records checks on all new Employees, volunteers and Service Providers are used in hiring/contracting decisions in order to promote a safe living environment for Residents.**

- 30.1 The Operator must ensure that all new Employees and all new volunteers whose duties involve providing direct services to Residents are required to provide a criminal records check.

## MANAGEMENT AND ADMINISTRATION

Management and Administration relates to the leadership, financial and material resources of a Facility.

Management and Administration standards promote effective leadership, professionalism and accountability of business practices in order to protect, direct and conduct the interests and transactions of the organization as a business entity.

Effective management and administration promotes more professional and efficient delivery of services, which leads to more satisfied Residents and a more productive bottom line for the Operator.

### Corporate Status

#### STANDARD 31

**All Operators that are a company under the *Companies Act*, a corporation under the *Business Corporations Act*, a partnership under the *Partnership Act* or a society under the *Societies Act* are to be in good standing.**

### Insurance

#### STANDARD 32

**The Facility has adequate and up-to-date insurance coverage related to accommodation services that reflects the services provided by the Employee and/or Services Providers, and the property owned and/or operated.**

- 32.1 The Operator must without limiting its obligations or liabilities, insure its operation and administration of a Facility under a contract of commercial general liability insurance with an insurer licensed in Alberta an amount not less than \$1,000,000 per occurrence, with a general aggregate of at least \$2,000,000, against bodily injury and property damage, including loss of use of the property.
- 32.2 Insurance referred to in subsection (1) must include coverage for blanket written contractual liability, Employees as additional insurers and contingent employers' liability.
- 32.3 Where the Operator operates and administers a Facility at more than one location, subsection (1) applies in respect of each location separately.
- 32.4 The Operator must insure the Facility it operates and administers, other than a Facility that is the property of the Crown, with an insurer licensed in Alberta in an amount sufficient to compensate for the loss and replacement of the Facility.

- 32.5 The Operator must insure the contents of the Facility it operates and administers, other than contents that are the property of the Crown or of tenants, with an insurer licensed in Alberta in an amount sufficient to compensate for the loss and replacement of the contents.
- 32.6 The Operator must maintain an automobile liability insurance policy in an amount not less than \$1,000,000 per occurrence in respect of the use and operation of each automobile owned or leased by the Operator.
- 32.7 The Operator must obtain crime insurance, including a fidelity bond, in an amount covering the Operator's exposure for loss resulting from theft, fraud and other similar offences, whether committed by its Employees or by other persons.
- 32.8 The Operator must provide evidence of the coverage required under this section to the Minister on request.

#### Information Management

### **STANDARD 33**

**Written processes that ensure the protection of personal information are developed and maintained.**

- 33.1 The Operator must ensure that the privacy and personal information of Residents is protected.

#### Contract Administration

### **STANDARD 34**

**The Operator must have a written process in place for contracted services that directly affects the health, safety and well-being of the Residents. The contract at a minimum must contain:**

- what the service is;
- if licensing is required;
- who will provide the service;
- applicable legislation;
- confidentiality; and
- require insurance.

## **APPENDIX A**

### **List of Legislation and Regulations**

#### **Statutes and Regulations of Alberta**

##### Alberta Housing Act

- Housing Accommodation Tenancies Regulation
- Management Body Operation and Administration Regulation
- Social Housing Accommodation Regulation

##### Apprenticeship and Industry Training Act

- Hairstylists Trade Regulation

##### Business Corporations Act

##### Co-operatives Act

##### Companies Act

##### Dependant Adults Act

##### Emergency Medical Aid Act

##### Freedom of Information and Protection of Privacy Act

- Freedom of Information and Protection of Privacy Regulation

##### Health Information Act

- Health Information Regulation

##### Health Professions Act

- Disclosure of Information Regulation

##### Occupational Health and Safety Act

- Occupational Health and Safety Regulation

##### Partnership Act

##### Personal Information Protection Act

- Personal Information Protection Regulation

##### Pharmacy and Drug Act

##### Powers of Attorney Act

##### Protection for Persons in Care Act

- Protection for Persons in Care Regulation

## **List of Legislation and Regulations (Continued)**

### **Public Health Act**

- Alberta Aids to Daily Living and Extended Health Benefits Regulation
- Communicable Diseases Regulation
- Co-ordinated Home Care Program Regulation
- Food and Food Establishment Regulation
- Institutions Regulation
- Housing Regulation
- Personal Services Regulation
- Swimming Pool Regulation

### **Public Trustee Act**

- Public Trustee Regulation / Public Trustee General Regulation

### **Residential Tenancies Act**

- Residential Tenancies Exemption Regulation
- Residential Tenancies Ministerial Regulation
- Security Deposit Interest Rate Regulation
- Subsidized Public Housing Regulation

### **Safety Codes Act**

- Building Code Regulation
- Elevating Devices Codes Regulation
- Elevating Devices, Passenger Ropeways and Amusement Rides Permit Regulation
- Fire Code Regulation

### **Securities Act**

- Securities Regulation

### **Social Care Facilities Licensing Act**

### **Societies Act**

### **Traffic Safety Act**

### **Trustee Act**

## **Codes, Other Legislation and Regulations**

Alberta Building Code

Alberta Fire Code

Canadian Food Inspection System

Employment Standards Code

Health Canada Food and Food Regulation (Federal)

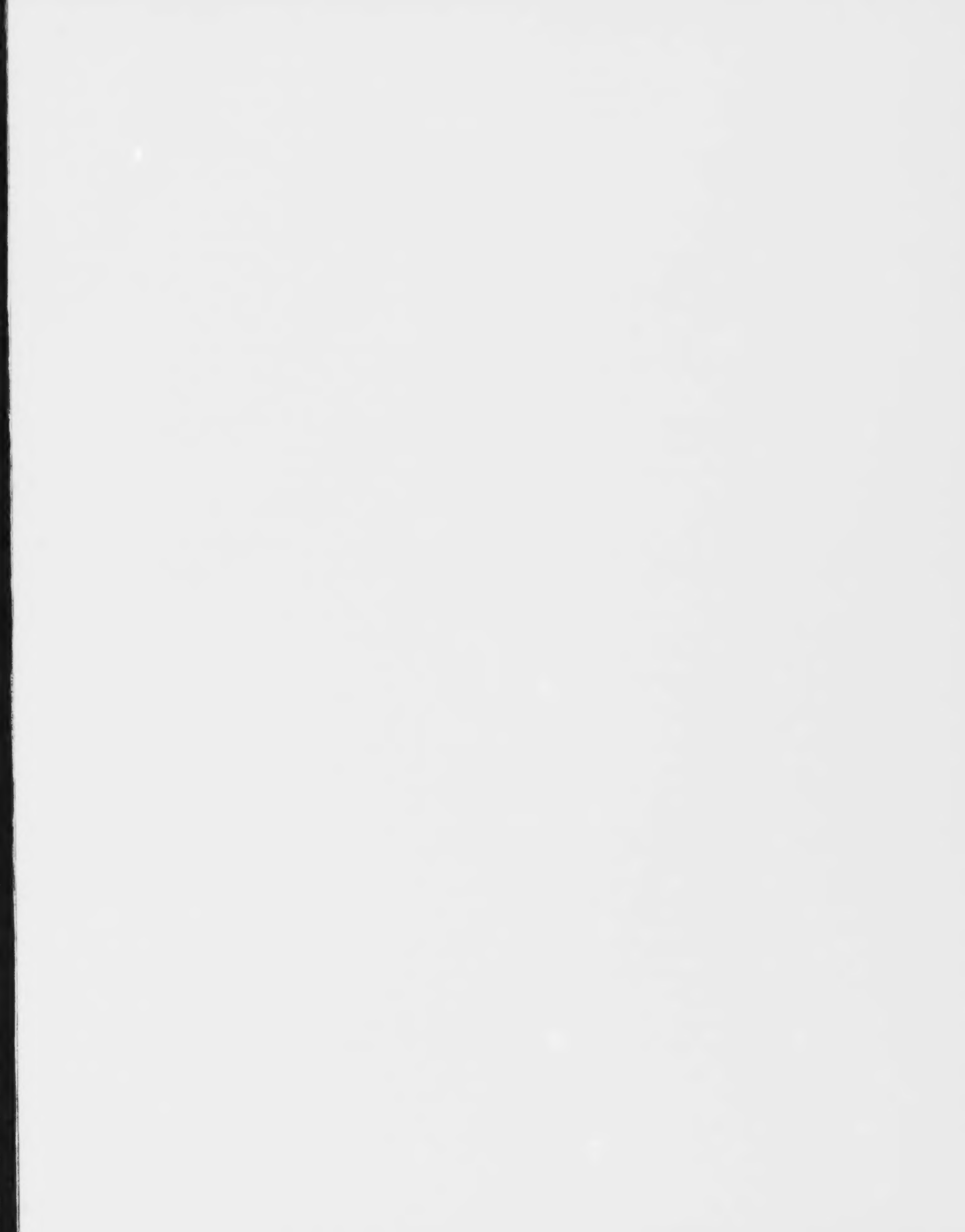
Labour Relations Code

Minimum Housing and Health Standards (Alberta Health and Wellness)

Personal Information Protection and Electronic Documents Act (Federal)







Alberta